

# SPECIALISTS IN ESTABLISHING CUSTOMER SERVICE CALL CENTERS IN MEXICO!



**CALL CENTER  
SERVICES  
INTERNATIONAL**

**Call Center Services International (CCSI)** provides a near–shore cost–effective solution for your call center needs. **This is not Outsourcing... rather your satellite facility becomes an extension of your existing operation and is managed by your U.S. team as part of the overall workforce strategy.**

## KEY ADVANTAGES OF A BAJA CALIFORNIA CALL CENTER

- Reduce Salaries and Overhead Cost by 50%
- Abundant Availability of Agents
- Bilingual (English/Spanish) and Bicultural Workforce
- World–Class Facilities and IT Infrastructure
- Located minutes from San Diego, California



Whether you wish to expand existing call center capacity or build a center from the "floor" up, **CCSI** can successfully establish a cost–effective center in Baja California. This model is extremely successful because you maintain operational control of your Near–Shore call center and can mirror systems, training, processes and best practices to your performance standards.

**Baja Agents are fully bilingual (English/Spanish) and have expertise in the following business functions:**

- Customer Care
- Inbound Order Processing
- Debt Collection
- Outbound Sales Campaigns
- IT Development
- Technical Support
- Back Office Processes



**CCSI** will successfully establish your Customer Service Center based on your requirements (agent skill sets, infrastructure, and technology) and fully administer the operation utilizing our HR, Accounting, IT, and Management Support personnel. The administrative needs for "Doing Business In Mexico" are completely handled by **CCSI** so your team can focus 100% on integrating and managing your Baja Call Center.

**CCSI** provides two types of programs that will make establishing a **Near-Shore Customer Service Center** in Mexico quick and easy. Our proven system will virtually guarantee your success!

**Visit our website to preview our performance-driven agents and learn more about our near-shore programs.**

**Attractive all-inclusive rates between \$8 to \$14 per hour.**

**REQUEST PRICING**  
 **(877) 399-3419**

[WWW.BAJACALLCENTERS.COM](http://WWW.BAJACALLCENTERS.COM)